

**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region - Spring 2006**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F
<b>Group - 1 Roadway Maintenance and Operations</b>										
1A1 Pavement Patching and Repair		✓	⊙							
1A2 Crack Sealing				✓		⊙				
1A3 Shoulder Maintenance			✓		⊙					
1A4 Sweeping and Cleaning		✓	⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>										
2A1 Maintain Ditches		✓	⊙							
2A2 Maintain Culverts			✓		⊙					
2A3 Maintain Catch Basins and Inlets			✓	⊙						
2A4 Maintain Detention/Retention Basins						✓	⊙			
2A5 Slope Repair		✓	⊙							
<b>Group - 3 Roadside and Vegetation Management</b>										
3A1 Litter Pickup							✓	⊙		
3A2 Noxious Weed Control	✓			⊙						
3A3 Nuisance Vegetation Control	✓				⊙					
3A4 Control of Vegetation Obstructions	✓				⊙					
<b>Group - 5 Snow and Ice Control Operations</b>										
5B1 Snow and Ice Control Operations		✓				⊙				
<b>Group - 6 Traffic Control Maintenance and Operations</b>										
6A2 Raised/Depressed Pavement Marker Mainten				⊙	✓					
6A3 Pavement Marking Maintenance							✓	⊙		
6A6 Guidepost Maintenance							✓	⊙		
6A7 Guardrail Maintenance		✓	⊙							

**Key**

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 1 - Spring 2006**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 C	4.0 -	4.9 D	5.0 -	5.9 F	5.9 -
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair			⊙	✓							
1A2 Crack Sealing		✓					⊙				
1A3 Shoulder Maintenance		✓				⊙					
1A4 Sweeping and Cleaning		✓	⊙								
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches		✓		⊙							
2A2 Maintain Culverts	✓					⊙					
2A3 Maintain Catch Basins and Inlets				✓⊙							
2A5 Slope Repair		✓		⊙							
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup								✓⊙			
3A2 Noxious Weed Control	✓			⊙							
3A3 Nuisance Vegetation Control	✓				⊙						
3A4 Control of Vegetation Obstructions	✓				⊙						
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations		✓				⊙					
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten				⊙		✓					
6A3 Pavement Marking Maintenance							⊙		✓		
6A6 Guidepost Maintenance							✓⊙				
6A7 Guardrail Maintenance		✓⊙									

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 2 - Spring 2006**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 C	4.0 -	4.9 D	5.0 +	5.9 F
<b>Group - 1 Roadway Maintenance and Operations</b>										
1A1 Pavement Patching and Repair		✓	⊙							
1A2 Crack Sealing				✓			⊙			
1A3 Shoulder Maintenance		✓				⊙				
1A4 Sweeping and Cleaning	✓		⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>										
2A1 Maintain Ditches				✓	⊙					
2A2 Maintain Culverts						✓	⊙			
2A3 Maintain Catch Basins and Inlets				✓	⊙					
2A5 Slope Repair		✓			⊙					
<b>Group - 3 Roadside and Vegetation Management</b>										
3A1 Litter Pickup								✓	⊙	
3A2 Noxious Weed Control	✓				⊙					
3A3 Nuisance Vegetation Control		✓				⊙				
3A4 Control of Vegetation Obstructions	✓				⊙					
<b>Group - 5 Snow and Ice Control Operations</b>										
5B1 Snow and Ice Control Operations		✓				⊙				
<b>Group - 6 Traffic Control Maintenance and Operations</b>										
6A2 Raised/Depressed Pavement Marker Mainten					⊙		✓			
6A3 Pavement Marking Maintenance				✓			⊙			
6A6 Guidepost Maintenance							⊙		✓	
6A7 Guardrail Maintenance		✓	⊙							

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 3 - Spring 2006**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 C	4.0 -	4.9 D	5.0 +	5.9 F
<b>Group - 1 Roadway Maintenance and Operations</b>										
1A1 Pavement Patching and Repair	✓		⊙							
1A2 Crack Sealing				✓			⊙			
1A3 Shoulder Maintenance					⊙	✓				
1A4 Sweeping and Cleaning		✓	⊙							
<b>Group - 2 Drainage Maintenance and Slope Repair</b>										
2A1 Maintain Ditches	✓			⊙						
2A2 Maintain Culverts						✓⊙				
2A3 Maintain Catch Basins and Inlets	✓			⊙						
2A5 Slope Repair	✓			⊙						
<b>Group - 3 Roadside and Vegetation Management</b>										
3A1 Litter Pickup							✓	⊙		
3A2 Noxious Weed Control	✓			⊙						
3A3 Nuisance Vegetation Control	✓				⊙					
3A4 Control of Vegetation Obstructions	✓				⊙					
<b>Group - 5 Snow and Ice Control Operations</b>										
5B1 Snow and Ice Control Operations	✓					⊙				
<b>Group - 6 Traffic Control Maintenance and Operations</b>										
6A2 Raised/Depressed Pavement Marker Mainten		✓		⊙						
6A3 Pavement Marking Maintenance						✓	⊙			
6A6 Guidepost Maintenance							✓⊙			
6A7 Guardrail Maintenance		✓⊙								

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**Maintenance Accountability Process**  
**Activity Service Level Targets and Service Levels Delivered**  
**Southwest Region Area 4 - Spring 2006**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 C	4.0 -	4.9 +	5.0 D	5.9 -	5.9 F
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching and Repair	✓		⊙								
1A2 Crack Sealing				✓		⊙					
1A3 Shoulder Maintenance		✓			⊙						
1A4 Sweeping and Cleaning	✓		⊙								
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches		✓	⊙								
2A2 Maintain Culverts				✓	⊙						
2A3 Maintain Catch Basins and Inlets			⊙		✓						
2A5 Slope Repair			✓	⊙							
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup						✓		⊙			
3A2 Noxious Weed Control	✓		⊙								
3A3 Nuisance Vegetation Control	✓			⊙							
3A4 Control of Vegetation Obstructions	✓			⊙							
<b>Group - 5 Snow and Ice Control Operations</b>											
5B1 Snow and Ice Control Operations		✓				⊙					
<b>Group - 6 Traffic Control Maintenance and Operations</b>											
6A2 Raised/Depressed Pavement Marker Mainten			⊙		✓						
6A3 Pavement Marking Maintenance					✓	⊙					
6A6 Guidepost Maintenance				✓		⊙					
6A7 Guardrail Maintenance		⊙	✓								

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## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			SF/LM	SL	SF/LM	SL	
1A1 - Pavement Patching and Repair							SL Target:
	1	1	789	1.79			1.79
		2	3452	3.48			3.48
	Area 1 average:			2.64			2.64
	2	1	1134	2.13			2.13
		2	1292	2.29			2.29
		3	4	1.00			1.00
	Area 2 average:			1.81			1.81
	3	1	114	1.11			1.11
		2	138	1.14			1.14
	Area 3 average:			1.13			1.13
	4	1	60	1.06			1.06
		2	0	1.00			1.00
	Area 4 average:			1.03			1.03
Southwest Region average:				1.65			1.65

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			LF/LM	SL	LF/LM	SL	
1A2 - Crack Sealing							SL Target:
	1	1	154	1.62			1.62
		2	149	1.60			1.60
	Area 1 average:			1.61			1.61
	2	1	711	3.42			3.42
		2	1236	4.16			4.16
		3	1	1.01			1.01
	Area 2 average:			2.86			2.86
	3	1	133	1.53			1.53
		2	673	3.35			3.35
	Area 3 average:			2.44			2.44
	4	1	1009	4.01			4.01
		2	39	1.16			1.16
	Area 4 average:			2.58			2.58
Southwest Region average:				2.37			2.37

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% SF	SL	% SF	SL	
1A3 - Shoulder Maintenance							SL Target:
	1	1	0.83%	1.42			1.42
		2	1.44%	1.72			1.72
	Area 1 average:			1.57			1.57
	2	1	3.5%	2.75			2.75
		2	2.08%	2.04			2.04
		3	0.2%	1.10			1.10
	Area 2 average:			1.96			1.96
	3	1	5.53%	3.38			3.38
		2	5.73%	3.43			3.43
	Area 3 average:			3.41			3.41
	4	1	1.81%	1.90			1.90
		2	0.5%	1.25			1.25
	Area 4 average:			1.58			1.58
Southwest Region average:				2.13			2.13

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% SF	SL	% SF	SL	
1A4 - Sweeping and Cleaning							SL Target:
	1	1	1.66%	1.33			1.33
		2	1.86%	1.37			1.37
	Area 1 average:			1.35			1.35
	2	1	2.61%	1.52			1.52
		2	0.14%	1.03			1.03
		3	0%	1.00			1.00
	Area 2 average:			1.18			1.18
	3	1	5.7%	2.14			2.14
		2	0.04%	1.01			1.01
	Area 3 average:			1.57			1.57
	4	1	0.2%	1.04			1.04
		2	0%	1.00			1.00
	Area 4 average:			1.02			1.02
Southwest Region average:				1.28			1.28

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Full	SL	% Full	SL	
2A1 - Maintain Ditches							SL Target:
	1	1	2.74%	2.43			2.43
		2	0%	1.00			1.00
Area 1 average:				1.72			1.72
	2	1	0%	1.00			1.00
		2	20.13%	5.90			5.90
		3	0%	1.00			1.00
Area 2 average:				2.63			2.63
	3	1	0%	1.00			1.00
		2	0.05%	1.05			1.05
Area 3 average:				1.02			1.02
	4	1	0.71%	1.71			1.71
		2	0.93%	1.93			1.93
Area 4 average:				1.82			1.82
Southwest Region average:				1.80			1.80
Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Full	SL	% Full	SL	
2A2 - Maintain Culverts							SL Target:
	1	1	0%	1.00			1.00
		2	0%	1.00			1.00
Area 1 average:				1.00			1.00
	2	1	10%	4.00			4.00
		2	21.62%	5.16			5.16
		3	0%	1.00			1.00
Area 2 average:				3.39			3.39
	3	1	2.56%	2.19			2.19
		2	13.64%	4.36			4.36
Area 3 average:				3.28			3.28
	4	1	5.71%	3.14			3.14
		2	4%	2.67			2.67
Area 4 average:				2.90			2.90
Southwest Region average:				2.64			2.64



## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Full	SL	% Full	SL	
2A3 - Maintain Catch Basins and Inlets							SL Target:
	1	1	17.39%	4.16			4.16
		2	0%	1.00			1.00
Area 1 average:				2.58			2.58
	2	1	0%	1.00			1.00
		2	50%	5.90			5.90
		3	0%	1.00			1.00
Area 2 average:				2.63			2.63
	3	1	0%	1.00			1.00
		2	0%	1.00			1.00
Area 3 average:				1.00			1.00
	4	1	100%	5.90			5.90
		2	0%	1.00			1.00
Area 4 average:				3.45			3.45
Southwest Region average:				2.42			2.42
Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Def.	SL	% Def.	SL	
2A4 - Maintain Detention/Retention Basins							SL Target:
Area average:							
Southwest Region average:			8.5%	3.70			3.70
Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% CLM	SL	% CLM	SL	
2A5 - Slope Repair							SL Target:
	1	1	0%	1.00			1.00
		2	2.13%	2.06			2.06
Area 1 average:				1.53			1.53
	2	1	2.17%	2.09			2.09
		2	2.17%	2.09			2.09
		3	0%	1.00			1.00
Area 2 average:				1.72			1.72
	3	1	0%	1.00			1.00
		2	0%	1.00			1.00
Area 3 average:				1.00			1.00
	4	1	4.26%	3.09			3.09
		2	2.13%	2.06			2.06
Area 4 average:				2.57			2.57
Southwest Region average:				1.71			1.71

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			EA/CLM	SL	EA/CLM	SL	
3A1 - Litter Pickup							SL Target:
	1	1	962	4.92			4.92
		2	528	4.06			4.06
Area 1 average:				4.49			4.49
	2	1	1069	5.14			5.14
		2	1407	5.81			5.81
		3	20	1.16			1.16
Area 2 average:				4.04			4.04
	3	1	748	4.50			4.50
		2	474	3.90			3.90
Area 3 average:				4.20			4.20
	4	1	502	4.00			4.00
		2	201	2.61			2.61
Area 4 average:				3.31			3.31
Southwest Region average:				4.01			4.01

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A2 - Noxious Weed Control							SL Target:
	1	1	0.06%	1.06			1.06
		2	0%	1.00			1.00
Area 1 average:				1.03			1.03
	2	1	0%	1.00			1.00
		2	0.41%	1.41			1.41
		3	0.2%	1.20			1.20
Area 2 average:				1.20			1.20
	3	1	0%	1.00			1.00
		2	0%	1.00			1.00
Area 3 average:				1.00			1.00
	4	1	0.04%	1.04			1.04
		2	0.03%	1.03			1.03
Area 4 average:				1.04			1.04
Southwest Region average:				1.07			1.07

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Roadside	SL	% Roadside	SL	
3A3 - Nuisance Vegetation Control							SL Target:
	1	1	0.91%	1.36			1.36
		2	0.09%	1.04			1.04
	Area 1 average:			1.20			1.20
	2	1	0.47%	1.19			1.19
		2	2.55%	2.02			2.02
		3	0%	1.00			1.00
	Area 2 average:			1.40			1.40
	3	1	0%	1.00			1.00
		2	0.53%	1.21			1.21
	Area 3 average:			1.11			1.11
	4	1	0.27%	1.11			1.11
		2	0.81%	1.32			1.32
	Area 4 average:			1.22			1.22
Southwest Region average:				1.23			1.23

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% CLM	SL	% CLM	SL	
3A4 - Control of Vegetation Obstructions							SL Target:
	1	1	0%	1.00			1.00
		2	0%	1.00			1.00
	Area 1 average:			1.00			1.00
	2	1	0%	1.00			1.00
		2	0%	1.00			1.00
		3	0%	1.00			1.00
	Area 2 average:			1.00			1.00
	3	1	0%	1.00			1.00
		2	0%	1.00			1.00
	Area 3 average:			1.00			1.00
	4	1	0%	1.00			1.00
		2	0%	1.00			1.00
	Area 4 average:			1.00			1.00
Southwest Region average:				1.00			1.00

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			Score	SL	Score	SL	
5B1 - Snow and Ice Control Operations							SL Target:
	1	1	1.6	1.56			1.56
		2	1.2	1.22			1.22
Area 1 average:				1.39			1.39
	2	1	1.1	1.11			1.11
		2	1.4	1.35			1.35
		3	1.9	1.95			1.95
Area 2 average:				1.47			1.47
	3	1	1.1	1.08			1.08
		2	1.1	1.12			1.12
Area 3 average:				1.10			1.10
	4	1	1.1	1.15			1.15
		2	1.4	1.37			1.37
Area 4 average:				1.26			1.26
Southwest Region average:				1.30			1.30
Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A2 - Raised/Depressed Pavement Marker Maintenance							SL Target:
	1	1	11.31%	3.13			3.13
		2	11.19%	3.12			3.12
Area 1 average:				3.13			3.13
	2	1	35.89%	5.59			5.59
		2	19.87%	3.99			3.99
		3	0%	1.00			1.00
Area 2 average:				3.53			3.53
	3	1	2.06%	1.41			1.41
		2	1.98%	1.40			1.40
Area 3 average:				1.40			1.40
	4	1	5.41%	2.08			2.08
		2	20.59%	4.06			4.06
Area 4 average:				3.07			3.07
Southwest Region average:				2.78			2.78

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A3 - Pavement Marking Maintenance							SL Target:
	1	1	41.67%	5.90			5.90
		2	19.05%	3.90			3.90
Area 1 average:				4.90			4.90
	2	1	0%	1.00			1.00
		2	26.67%	4.67			4.67
		3					
Area 2 average:				2.83			2.83
	3	1	11.11%	3.11			3.11
		2	20.59%	4.06			4.06
Area 3 average:				3.58			3.58
	4	1	20%	4.00			4.00
		2	14.29%	3.43			3.43
Area 4 average:				3.71			3.71
Southwest Region average:				3.76			3.76

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A6 - Guidepost Maintenance							SL Target:
	1	1	6.1%	3.22			3.22
		2	13.33%	4.33			4.33
Area 1 average:				3.78			3.78
	2	1	8.33%	3.67			3.67
		2	53.85%	5.90			5.90
		3	10%	4.00			4.00
Area 2 average:				4.52			4.52
	3	1	0.96%	1.96			1.96
		2	27.38%	5.74			5.74
Area 3 average:				3.85			3.85
	4	1	6.88%	3.38			3.38
		2	3.03%	2.51			2.51
Area 4 average:				2.94			2.94
Southwest Region average:				3.77			3.77

## \*\*\* Service Level Report By Region \*\*\*

Region: **Southwest**

Activity	Area	Sect	Spring 2006				CY Avg. Service Level
			% Def.	SL	% Def.	SL	
6A7 - Guardrail Maintenance							SL Target:
	1	1	0.37%	1.37			1.37
		2	0.53%	1.53			1.53
	Area 1 average:			1.45			1.45
	2	1	2.25%	2.63			2.63
		2	0.35%	1.35			1.35
		3	0.14%	1.14			1.14
	Area 2 average:			1.71			1.71
	3	1	1.17%	2.09			2.09
		2	0.13%	1.13			1.13
	Area 3 average:			1.61			1.61
	4	1	3.09%	3.05			3.05
		2	0.2%	1.20			1.20
	Area 4 average:			2.12			2.12
Southwest Region average:				1.72			1.72